

Low-income households to be guaranteed trusted tradespeople for home energy improvements

- New 'TrustMark' scheme will protect 300,000 low-income households a year supported through the Energy Company Obligation (ECO) from cowboy traders
- ECO will see £3.6 billion invested into upgrading peoples' homes to reduce emissions as the UK moves towards a net zero emissions economy
- new database to help further protect around a million homeowners a year who choose to improve the energy efficiency of their homes

Contractors completing energy improvements on the homes of low-income families will need to be registered with [a new government quality scheme](#) to give residents confidence that they will get a good service.

Work undertaken through ECO offers free energy-saving measures, including insulation and new boilers for low-income and vulnerable households.

Today Energy Minister Kwasi Kwarteng confirmed that those completing this work will need to be registered through a new quality scheme, delivered by 'TrustMark'. It will also protect all homeowners having energy efficiency improvement work done on their properties, when they choose to use a 'TrustMark' registered business.

Around 15% of households take an energy efficiency measure each year, with over one million installing additional or replacement loft insulation and over one million upgrading to double glazed windows. The energy efficiency industry is worth over £20 billion in Great Britain, employing nearly 150,000 and selling exports worth over £1 billion every year.

Emissions from buildings account for nearly a quarter of all carbon emissions, which the government is committed to reducing. Under this government, the UK became the first G7 economy to put into law a commitment that Britain will reach net zero greenhouse gas emission by 2050. Insulation in domestic premises can make a significant contribution to reaching our carbon targets and help reduce the cost of heating homes.

Business, Energy and Clean Growth Minister Kwasi Kwarteng said:

Driving up the energy efficiency of Britain's homes is key to us reducing emissions from households, saving people money on their bills and helping us to end our contribution to global warming entirely by 2050.

This new scheme will guarantee households the peace of mind that workers installing energy efficiency measures in their homes are

trusted tradespeople.

All consumers who want energy efficiency and home improvement measures installed on their own homes will be able to search the 'TrustMark' website for trusted and certified tradespeople.

The measures will enable consumers to search the [TrustMark website](#) for accredited tradespeople, checking their installers are recognised before they start work on their homes.

The new mark builds on the well-established government-endorsed 'TrustMark' scheme, which guarantees the quality of businesses. It ensures they meet industry standards, have good technical competence and trading practices, and have a commitment to providing good customer service.

Customers can already access free and impartial advice on reducing their energy bills, making their homes warmer and planning green home improvements from [Simple Energy Advice](#).

1. The new TrustMark scheme is an outcome of the 'Each Home Counts' review and has been developed to help reassure households having work done on their homes that the companies have met the appropriate standards for installing insulation and new central heating systems in their homes.
2. The government-commissioned [Each Home Counts Review](#) acknowledged the importance of consumers receiving trusted, impartial advice on energy efficiency. The Review also made recommendations on how energy efficiency advice could be improved.
3. BEIS has worked closely with industry through an industry-led Each Home Counts Implementation Board and technical steering group to develop new standards.
4. View the [latest English Housing Survey \(EHS\)](#).